

DOCKET NO.. ASTERNACK 1 (RM1134)

3. (currently amended) The server of claim 2, the service controller being arranged to select which modal form or forms to use according to the content of the information, and the context of the a user interaction.

4. (currently amended) The server of claim 1, the service controller being operable to receive inputs in different modal forms simultaneously from the same user terminal, to resolve any conflicts, and determine an intention of the user based on the inputs.

5. (previously amended) The server of claim 1, the terminal interface being arranged to recognize speech as an input.

6. (original) The server of claim 1, the terminal interface being arranged to generate audio as an output mode.

7. (previously amended) The server of claim 1, the service controller being arranged to conduct a dialogue with the user in the form of a sequence of interactions.

8. (original) The server of claim 1, further comprising means for initiating a connection to the user's terminal.

9. (cancelled)

10. (original) The server of claim 1, further comprising a link to a telephone network, and a call processor for making and receiving telephone calls on the telephone network.

11. (original) The server of claim 1, comprising a set of servlets arranged to communicate with each other by event driven messages.

DOCKET NO.. ASTERNACK 1 (RM1134)

12. (currently amended) A server for interfacing between telephone calls and the internet, and comprising:

a terminal interface for supporting one or more connections from the server to user terminals, ~~the terminal interface~~ providing multi-modal user interfaces capable of supporting input and output in one or more of audio, visual and tactile modal forms, the terminal interface providing a telephony interface for receiving or making a telephone call, and arranged to interact with a user on the call by recognizing speech or generating audio signals;

an internet interface for receiving or outputting information from or to other parts of the internet; and

a service controller for controlling interaction between the terminal interface, telephony interface and the internet interface,

the service controller being operable to interact with a user having a terminal capable of handling telephony or internet communications, to select which modal form or forms to use for controlling input or output of the information on the terminal interface and the internet interface, according to the modal form of the input and output.

13. (previously amended) The server of claim 12, wherein the controller is operable to select which of telephony or internet communications to use when sending information to the terminal, and to convert the information to suit the selected type of communication.

14. (currently amended) A method of using a server to handle information in different modal forms suitable for more than one mode of user interface, and comprising the steps of:

supporting one or more connections on the internet;

supporting one or more connections from the server to user terminals, ~~at least one terminal being~~ having a multi-modal user terminal interface capable of supporting user input and output in one or more of audio, visual and tactile modal forms; and

passing information in different modal forms between the user and the server;

DOCKET NO.. ASTERNACK 1 (RM1134)

controlling input or output of the information on the terminal and internet interfaces; and

processing the information received from or sent to either interface, according to the modal form of the input and output.

15. (currently amended) A method of using a multi-modal service provided by a server on the internet, the server having an internet interface for supporting one or more connections on the internet, a terminal interface for supporting a connection to a user of the service, and for passing information in ~~different~~ one or more of audio, visual and tactile modal forms; and a service controller for controlling input or output of information on the terminal interface and the internet interface, and for processing the information received from or sent to either interface, according to the modal form, the method comprising the steps of:

providing input to the terminal interface of the server;
engaging in a dialogue with the server to cause the server to process the information according to the modal form of the invention; and
receiving a response from the terminal interface of the server, according to the result of the information processing.

16. (currently amended) Software on a computer readable medium for carrying out a method of using a server to handle information in different modal forms suitable for more than one mode of user interface, the method comprising the steps of:

supporting one or more connections on the internet;
supporting one or more connections from the server to the user terminals, ~~including having~~ multi-modal user terminals interfaces capable of supporting user input and output in one or more of audio, visual and tactile modal forms;
passing information in different modal forms between a user terminal and the server;
controlling input or output of the information on the terminal and internet connections; and

DOCKET NO.. ASTERNACK 1 (RM1134)

processing the information received from or sent to ~~either connection~~ the terminal and internet interface, according to the its modal form of the input and output.

17. (currently amended) A server for handling information which is in different modal forms suitable for more than one mode of user interface, the server comprising:

an internet interface for supporting one or more connections on the internet;

a terminal interface for supporting one or more connections from the server to user terminals, ~~the user terminals including~~ having a multi-modal terminals user interface capable of supporting user input and output in one or more of audio, visual and tactile modal forms and for passing information in at least one of the modal forms; and

a service controller being operable to interact with a multi-modal terminal, to select which modal form or forms to use, and for controlling information from user input or output on the terminal interface and the internet interface according to the modal form of the user input and output; and

the service controller being operable to receive inputs in different modes simultaneously from the same user, to resolve any conflicts, and determine an intention of the user based on the inputs.